

### "Must Have" Information

The form previously known as "Rules, Regulations & Miscellaneous Information"

#### AGE:

- ~ Dogs should be 3 months old before attending daycare. If you have a puppy that is younger than 3 months, give us a call – we will make every attempt to accommodate you, as long as we are able to protect your puppy's health. We recommend you discuss this with your veterinarian.
- ~ Puppies must be spayed/neutered between their 6<sup>th</sup> & 7<sup>th</sup> month of life in order to attend daycare at MoJo's.

#### SCREENING:

- ~ Most dogs must be pre-screened by a staff member prior to day or night care at MoJo's.
- ~ Not all dogs will be a good fit for daycare. It doesn't mean they're bad dogs – we simply must be sure we've got compatible groups.
- ~ Kindly inform us, prior to screening, of any aggressive tendencies your dog may have.

#### PREVENTION:

- ~ Dogs must be up-to-date on all vaccines prior to attending daycare (Rabies, Bordetella, DHLPP). Please have your vet fax (or you may hand carry) proof of up-to-date vaccinations.
- ~ Dogs must remain on monthly heartworm and flea control while receiving care at MoJo's.
- ~ While we do our best to keep your dog safe at all times, accidents do happen; Play can occasionally escalate; A scratch may occur by a toe nail or a tooth; bites do happen. If an injury is deemed to be serious, you will be notified as soon as possible and immediate action will be taken by MoJo's Staff as required.
- ~ Dogs, while fully vaccinated, may still become ill while attending daycare. For example, Kennel Cough may still be transmitted from one dog to another despite current immunization status. Please ask us or your veterinarian for more information.

#### RESERVATIONS:

- ~ Daycare Reservations are not required on weekdays or Saturdays.
- ~ Holiday overnight reservations are truly necessary due to high demand. Preference will always be given to daycare clients.
- ~ We understand that plans change. Please, if you must cancel an overnight reservation, call us as soon as possible so that we may offer your reservation to another client.
- ~ We do offer weekend, after hours, and holiday pick-up.

#### DAYCARE PICK UP / DROP OFF:

- ~ Our hours are 6:30 am until 7 pm, Monday through Friday (non-holidays), Saturday 9-5 & all other times by appointment.
- ~ If you will be unable to pick up your dog on-time, kindly notify us so that we may make arrangements to wait for you or to accommodate your dog overnight. Please note that we cannot allow pick ups after 8pm. It disrupts the other dogs that are settling for the evening.
- ~ Pick-ups after regular closing hours will be subject to a \$10.00 late fee.

#### SERVICES:

- ~ We have a retail store in our lobby packed with treats, toys, pet art, dog food, collars, and more. It is open to the PET LOVING public during our regular business hours.

**SERVICES continued:**

- ~ For a small fee, we will bathe your dog for you.  
Dogs less than 35 pounds for \$7.50, 35-100 pounds for \$15, and over 100 pounds for \$22.50.  
We'll also trim your dog's nails for \$7.50.  
Please remember, we're not professional groomers. We do NOT blow dry or cut hair. We simply wash dogs & cut their toenails. Please note that if it becomes too traumatic for your dog to have a bath or their nails done here, we will not be able to do it. We want your dog to associate MoJo's with only positive experiences.
- ~ We realize you have a busy life and time is short. It is our goal to make life with your dog a bit easier by simplifying things. We welcome all suggestions on how we can help you.

**MISC:**

- ~ All payments are due at the time service is provided.
- ~ Any "package" of days purchased does not expire. (You have an unlimited amount of time to use your days/nights.) **The fees for "packages" are not refundable;** however, the days/nights are transferable.
- ~ If there is ever any doubt in making a decision regarding the care of your dog and we cannot reach you or your emergency contact, we will always choose in the best interest of your dog.
- ~ Our goal is to be sure your dog is challenged mentally each day, tail-wagging happy all day, & ready to relax with you at the end of the day.
- ~ Tours of the facility are now being done on non-holiday Saturdays ONLY. This is for your safety, our safety and most importantly, the safety of the dogs.
- ~ We have been asked nicely to refrain from walking any dogs on the grassy lawns connecting our parking lot to the neighbors'. Please respect their lawns. All dogs are taken outside by MoJo's staff to potty when they first arrive and then every 2-3 hours following their arrival.

**BONUS!** When a new client puts your name below as the referring person, you get a FREE DAY!

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 Please return ↓ ↓ this ↓ ↓ signed portion with your other paperwork.  
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I, the undersigned, have read over the rules and regulations and have been provided an opportunity to have my questions answered. I understand these rules and regulations and agree to comply by them. I further understand that it is my responsibility to inform anyone who will be assuming responsibility for my pet, including drop off and pick up, of the above rules and regulations. I am responsible for any violations that may occur or any late fees incurred, regardless of who drops off or picks up my dog as long as they are on the authorized list.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_ Pet \_\_\_\_\_

How did you hear about us? Radio Newspaper Drive-By Internet Other \_\_\_\_\_

Friend/Referral: First Name \_\_\_\_\_ Last Name \_\_\_\_\_